

## Performance Evaluation Questionnaire

To be completed by the Department:	
Business reference's name	
Business reference's telephone number	
Business reference's facsimile number	
Respondents' name	
Department reviewer's name	
Date of the reference check	

The following questions will be asked of the Business reference:

Score	Question
	<p>1. Briefly describe the nature of the business relationship between you and the Respondent? Circle one.</p> <ul style="list-style-type: none"> <li>• The Respondent provides contracted services or a product to you. (4 points)</li> <li>• You were contracted by the Respondent to provide services or a product, such as a certified public accountant or a food purveyor. (3 points)</li> <li>• This was a business contact. (1 point)</li> </ul>
	<p>2. How long have you had a business relationship with the Respondent? Circle one.</p> <ul style="list-style-type: none"> <li>• 5 or more years (4 points)</li> <li>• 3 to 5 years (3 points)</li> <li>• 1 to 3 years (2 point)</li> <li>• Less than one year (0 points)</li> </ul> <p>If this is/was a contract relationship, please share the length of the contract.</p>
Yes/No	<p>3. Are you satisfied with the business relationship between you and the Respondent? Explain.</p>
	<p>4. How would you rate the level of customer service provided by the Respondent, the Respondent's representatives and employees? Circle one.</p> <ul style="list-style-type: none"> <li>• Above Average (3 points)</li> <li>• Average (2 points)</li> <li>• Below Average (1 point)</li> <li>• Not addressed (0 points)</li> </ul>
Yes/No	<p>5. Is/were there any recurring complaints or issues made by anyone who came into contact with the Respondent that you are aware of? Briefly describe the nature of the complaints, if any.</p>
Yes/No	<p>6. To the best of your knowledge, did the Respondent make all payments on-time?</p> <p>If no, how did the Respondent reconcile the late payment? Was the corrective action satisfactory to both parties?</p>

<b>Performance Evaluation Questionnaire, cont.</b>	
Yes/No	7. Did the Respondent ever violate any of the terms or conditions of your business relationship, or contract? If yes, please describe the violation and answer the additional questions below. ----- How did the Respondent reconcile the violation?  Were the corrective actions satisfactory to both parties?
Yes/No	8. To your knowledge has the Respondent ever violated any laws or ordinances during the business relationship, or the contract? This includes violation of any environmental rules, laws, or ordinances.
Yes/No	9. To your knowledge does the Respondent maintain all licenses and permits required to operate their business and/or contracted services? If no, please elaborate on the nature of the situation.
Yes/No	10. To your knowledge does the Respondent maintain all insurances required to operate their business and/or contracted services? If no, please elaborate on the nature of the situation.
Yes/No	11. Does the Respondent adequately maintain the equipment and facilities needed to run its business and/or contracted services?
Yes/No	12. Are you aware of any safety programs that the Respondent has in place, or any steps the Respondent has taken, to ensure a safe environment for employees and customers? If yes, please elaborate.
Yes/No	13. Does the Respondent maintain an adequate number of employees to run its business or its contracted services effectively?

Business reference's confirmation of this evaluation which was obtained via fax.	
Signature	Date

The rating system is based on the number of Yes and No responses, and the responses to the multiple choice questions. For each Yes/No question answered Yes, the Respondent receives two (2) points. If the Business reference answers No to any of the Yes/No questions, zero (0) points will be awarded. A maximum score of two (2) points may be awarded per numbered Yes/No question. The total possible score a Respondent can receive is 31 points.

**Exceptions:**

If the Business reference answers Yes to questions 5, 7, or 8 then zero (0) points will be awarded.  
If the Business reference answers No to questions 5, 7, or 8 then two (2) points will be awarded.

**Attachment D**  
**Performance as a Department Concessionaire Evaluation Questionnaire**

To be completed by the Department:	
Business reference's name	
Business reference's telephone number	
Business reference's facsimile number	
Respondents' (Concessionaires') name	
Department reviewer's name	
Date of the reference check	

The following questions will be asked of the Business reference:

Score	Question
	<p>1. How long did the Concessionaire operate under an Agreement with the Department? Choose the most appropriate.</p> <ul style="list-style-type: none"> <li>• 5 or more years (3 points)</li> <li>• 3 to 5 years (2 points)</li> <li>• 1 to 3 years (1 point)</li> <li>Less than one year (0 points)</li> </ul>
Yes/No	2. Were you the Agreement (Park) Manager during the Agreement?
	<p>3. For how long were you the Agreement (Park) Manager for the Agreement? Choose the most appropriate.</p> <ul style="list-style-type: none"> <li>• 5 or more years (4 points)</li> <li>• 3 to 5 years (3 points)</li> <li>• 1 to 3 years (2 points)</li> <li>• Less than one year (1 point)</li> <li>• Not the Agreement Manager (0 points)</li> </ul>
	<p>4. How would you rate the manner in which the Concessionaire provided the services under the Agreement, such as a food service? Circle one.</p> <ul style="list-style-type: none"> <li>• Above Average (5 points)</li> <li>• Average (4 points)</li> <li>• Below Average, or Not the Agreement Manager (0 points)</li> </ul>
	<p>5. How would you rate the level of customer service provided by the Concessionaire, the Concessionaire's representatives and employees? Circle one.</p> <ul style="list-style-type: none"> <li>• Above Average (5 points)</li> <li>• Average (4 points)</li> <li>• Below Average, or Not the Agreement Manager (0 points)</li> </ul>
Yes/No	<p>6. Did you, or the Agreement Manager according to the Agreement's file, take any action towards this Concessionaire, through formal correspondence or through verbal communication, as a result of the Concessionaire's performance, please provide a copy of the correspondence or describe the nature of the deficiency.</p> <p>If yes, did the Concessionaire address these deficiencies in a timely and satisfactory manner?</p>

### Performance as a Department Concessionaire Evaluation Questionnaire

Yes/No	<p>7. If a Compliance Audit was conducted on the Concessionaire by the Office of the Inspector General, please share the findings and recommendations by providing a copy of the Compliance Audit report and any related correspondence.</p> <p>If yes, did the Concessionaire correct the findings and recommendations in a timely and satisfactory manner?</p>
Yes/No	<p>8. Has the Concessionaire requested an investigation by the Office of the Inspector General of the Department's concession program? If yes, please submit the report and the related correspondences.</p>
Yes/No	<p>9. Would you enter into a new Agreement with this Concessionaire? Explain why or why not?</p>
Yes/No	<p>10. Question for the Department Bureau of Finance and Accounting:</p> <p>Did the Concessionaire have any delinquent commission payments during the term of the Agreement?</p> <p>If yes, how long after the notification did the Concessionaire make up their delinquent commission payment and associated late fees?</p>
Yes/No	<p>11. Question for the Office of the Inspector General:</p> <p>Has the Office of the Inspector General ever conducted a criminal investigation on the Concessionaire? If yes, please submit a copy of the report.</p>

<i>Business reference's confirmation of this evaluation which was obtained via fax.</i>	
<i>Signature</i>	<i>Date</i>

The rating system is based on the number of Yes and No responses, and the responses to the multiple choice questions. For each Yes/No question answered Yes, the Respondent receives two (2) points. If the Business reference answers No to any of the Yes/No questions, zero (0) points will be awarded. A maximum score of two (2) points may be awarded per numbered Yes/No question. The total possible score a Respondent can receive is 31 points.

**Exceptions:**

If the Business reference answers Yes to questions 8, 10, or 11 then zero (0) points will be awarded. If the Business reference answers No to questions 8, 10 or 11 then two (2) points will be awarded.